



City of Austin - JOB DESCRIPTION



Administrative Supervisor

FLSA:	Standard/Exempt	EEO Category:	(20) Professionals
Class Code:	10300	Salary Grade:	BA6
Approved:	October 24, 1997	Last Revised:	April 08, 2012

Purpose:

Responsible for supervising and coordinating the daily activities, operations, and personnel in clerical and administrative support functions.

Duties, Functions and Responsibilities:

Essential duties and functions, pursuant to the Americans with Disabilities Act, may include the following. Other related duties may be assigned.

1. Coordinates and ensures adherence to quality standards, deadlines and proper procedures of work performed by office, administrative, or customer service employees.
2. Provides employees with guidance in handling difficult or complex problems and in resolving escalated complaints or disputes.
3. Interprets and communicates work procedures and policies and procedures to staff and assures compliance.
4. Responds to and resolves sensitive inquiries and complaints, and issues from both internal and external sources. Interprets policies and procedures and recommends appropriate courses of action.
5. Acts in a liaison capacity with other departments, divisions, and organizations.
6. Prepares and presents comprehensive and detailed reports by compiling, reviewing, and analyzing data; provides written and/or oral reports. Works on multiple/diverse complex issues requiring advanced knowledge and experience.
7. Develops and monitors budget.
8. Monitors projects performance and timelines.

Responsibilities - Supervisor and/or Leadership Exercised:

Responsible for the full range of supervisory activities including selection, training, evaluation, counseling, and recommendation for dismissal

Knowledge, Skills, and Abilities:

Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

- Knowledge of the daily operations of the area supported.
- Knowledge of supervisory and managerial techniques and principles.
- Knowledge of city practice, policy and procedures.
- Knowledge of applicable processes, techniques and methods.
- Knowledge of fiscal planning and budget preparation.
- Skill in oral and written communication.
- Skill in handling multiple tasks and prioritizing.
- Skill in using computers and related software applications.
- Skill in data analysis and problem solving.
- Skill in planning and organizing.
- Ability to work with frequent interruptions and changes priorities.
- Ability to establish and maintain good working relationships with city employees and the public.
- Ability to conduct research, identifying and analyzing trends, including root cause analysis.

Minimum Qualifications:

- Graduation from an accredited four (4) year college or university with major coursework in Business, Public Administration or in a field related to the job, plus four (4) years of professional experience in staff support functions such as personnel, purchasing, or finance, two years of which were in a lead or supervisory capacity.
- Masters Degree may substitute for required experience up to a maximum of two (2) years.
- Experience or education may substitute up to the maximum of four (4) years.

Licenses and Certifications Required:

None.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.